



Complaints Procedure

If your child has a problem at school you should be able to sort it out through an informal discussion with your child's teacher.

If you can't resolve a problem informally, the school has a formal complaints procedure that you can follow.

Contacting school

- If you're worried about your child's learning or welfare at school, your child's class teacher is the best person to approach first.
- Teachers will usually be in the class during the day, but you can leave messages with the school office asking the teacher to get back to you.
- If the teacher can't help, or you are not satisfied with their response, you can talk to the Headteacher.
- You should be able to arrange a meeting or a telephone conversation with the Headteacher through the school office.
- If this isn't practical, you may wish to make a written complaint.

Telephone us 0191 4167700
Email us at usworth.colliery.nursery@schools.sunderland.gov.uk
Write to us Usworth Colliery Nursery School
 Manor Road, Sulgrave,
 Washington, Tyne and Wear
 NE37 3BL

Complaining to the Governing Board

- If your complaint is not resolved, the next stage is to approach the governing board of the school.
- All state-funded schools are required to have a procedure to deal with any complaints relating to the school, or to any facilities or services that the school provides for the local community.
- If you want to complain to the governing body, ask the school for a copy of its complaints procedure.
- All complaints to the governing body must be in writing to the school address.

Complaining to your local authority

- Some procedures may allow for an additional stage if the local authority (LA), Diocesan Body (for Church of England or Roman Catholic schools) or another external agency provides an independent appeal or review.
- Sunderland City Council has a procedure for dealing with certain types of complaints, for example complaints about the curriculum or collective worship in a school.
- Together for Children Sunderland has a procedure for dealing with complaints in relation to Children's services.

Tel: 0191 561 7997
Email: complaints.children@togetherforchildren.org.uk

Complaining to the Secretary of State

- If you think your school's governing body or your local authority is acting 'unreasonably' you can write to the Secretary of State for Education.
- Complaints to the Secretary of State are handled by the government's Department for Education (DfE).
- This should be a last resort, and you should highlight in your letter the steps you have already taken to resolve the problem.
- The DfE will not usually be able to investigate your complaint if your child no longer goes to the school where the incident took place.

Complaints

Ministerial and Public Communications Division
Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD
Telephone 0370 000 2288

Complaining to Ofsted

Ofsted has powers to investigate certain types of complaint from parents to help them to decide whether to inspect a school though in most cases, you should raise any problems with the school first.

Types of complaint to which Ofsted can respond include:

- the school is not providing a good enough education
- the pupils are not achieving as much as they should, or their needs are not being met
- the school is not well led and managed, or is not using its resources efficiently
- the pupils' personal development and well-being are being neglected

When considering a complaint, Ofsted can require the school or local authority to provide information, or require the school to arrange for a meeting of parents to seek their views. Ofsted can also record parents' concerns for consideration during the school's next inspection. Where a complaint is very serious, Ofsted can arrange an immediate inspection of the school. For further information, call the Ofsted helpline on 0300 123 1231

<https://contact.ofsted.gov.uk/online-complaints-schools>

Complaining to the Local Government Ombudsman

In some local authority areas the Local Government Ombudsman is able to consider complaints made against schools by pupils or parents.

The Ombudsman will usually expect the complaint to have been dealt with as far as possible using the schools own complaint procedures.

Schools must co-operate with any requests from the Ombudsman for information.

As part of the investigation, the Ombudsman could ask to see school records, policies or procedures.

The Ombudsman may also interview school staff and governors.

POLICY REVIEWED
POLICY RATIFIED
POLICY REVIEW

SEPTEMBER 2021
AUTUMN 2021
AUTUMN 2022